

**TRANSIT SERVICES ADVISORY COMMITTEE**  
**Meeting Summary**  
**Thursday February 8, 2018**

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**PRESENT:** Chris Maloy, Charlotte  
Joshua Niday, Charlotte  
Sherri Thompson, Charlotte  
Terry Lansdell, Charlotte  
Kalan Pegg, Van Pool  
Daniel MacRae, Charlotte  
Sam Grundman, Charlotte  
Louis Cosentine, Huntersville  
David Snyder, Cornelius

**STAFF:** Duretta Weicken, Larry Kopf, Blanche Sherman, Pamela White, Reggie Arrington, Susanna Vang, David Smith

***Meeting Time 4:00-5:30 PM***

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**I. Call to Order and Approval of the January Meeting Summary**

Chairman Chris Maloy called the meeting to order at 4:00 p.m., the January meeting summary was approved as written.

Two new members were introduced; Mr. Sam Grundman & Mr. David Snyder

**II. Public Comment on Agenda Items:**

No one from the public was present to comment

**III. Information Items**

**A. CATS Budget**

Ms. Blanche Sherman CATS new Chief Finance Officer brought the committee a review of the FY2019 service budgets and the FY19-23 Community Investment Plan. Ms. Sherman reviewed the accomplishments and major projects of CATS starting with the Blue Line Extension opening March 2018, then phase II of City Lynx Goldline opening August 2020, Charlotte Gateway Station phase I under way, and the Envision My Ride a redesign of CATS bus service. Along with Bus rebranding, ticket vending machines, Pilot mobile app, and a new partnership

with UNCC student riders. Ms. Sherman addressed CATS Challenges as the new mobility paradigm as demographic shifts in our society, baby boomers and Millennials demanding higher levels of mobility. Ms. Sherman then went into the CATS Trax a measuring tool for Customer Satisfaction with the transit system which involves the STS, LYNX, Fixed Routes and CATS performance outcomes. Ms. Sherman explained the CATS debt service program, FY2019 budget summary with Operating revenues, sales tax receipts, operating expenditures, fuel purchases and the service level changes that affect the budget.

Mr. Lansdell asked if the CNG fuel option was set in stone and if there was a way to stop it. Ms. Sherman stated nothing is set at this time. Mr. Lansdell wanted to make a plea to not go to CNG. Mr. Lansdell asked if the 170 security officers were an increase for the FY19 budget. Ms. Sherman stated yes they are an increase for the BLE. Mr. Lansdell wanted to make a recommendation to MTC to investigate the possibility of directing marketing dollars to software enhancements of CATS real time and fare payment Apps as a specific solution to some problems being encountering. Mr. Grundman agreed he would like development of better CATS apps. Mr. Kopf stated CATS does not own the data for the apps so CATS cannot open it up to allow others access but CATS could pay them to develop and app for CATS. Mr. Maloy stated there had been discussion in MTC about the cost and funding and where the dollars will come from and what the priorities are. And since TSAC does not have any input to approve or dis-approve the budget but that he was in favor of Making a recommendation and that he is fully supportive of CATS putting forth more effort to fixing the real time app. Mr. Cosentine stated when you have a good understanding of when your bus is coming, you have better approval ratings. After some discussion Mr. Lansdell clarified the recommendation to say that TSAC recommends to MTC, based upon the budget given to TSAC, that MTC investigate the possibility of directing some operating dollars to software enhancements to the real-time and fare payment apps. The entire committee was in favor of the recommendation. Ms. Sherman stated that CATS CEO made commitment at the MTC meeting to address this issue.

## **B. Special Events Coordination**

Mr. David Smith of Charlotte Department of Transportation (CDOT), Manager of the Right of way section of the Development Services Division. Mr. Smith explained that the section facilitates the planning, coordination, approval and permitting of work within the rights-of-way of City maintained streets within the city of Charlotte. In addition, it is also responsible for assisting in the review/approval, coordination and implementation of parades/special events within the public right-of-way. Mr. Smith went on to explain how construction, non-construction unscheduled impacts and private site development can impact transit.

Mr. Lansdell wanted to know who sets the daily lease fees equal to a percentage of adjusted land value. Mr. Smith stated the project manager in CDOT looks at what the appraised value of the land is without building improvements so it ends up being ten cents per square foot per day.

Mr. Cosentine asked if CDOT deals with the vendors as well. Mr. Smith yes.

Mr. Lansdell stated that Closure/detours can be seen thru Notify Me. Mr. Smith stated agreed.

There was open discussion;

Mr. Smith stated CDOT does not manage all the roads in Charlotte, some roads are managed by NCDOT.

Mr. Kopf stated there was an incident recently with the rail road in town. There was a list of dates when CSX would have Charlotte roads closed but as it happened, CSX actually came a day earlier and closed the road; it caused a lot of fast maneuvering on CATS part. But we do not have control of CSX so CATS has to work around them.

Mr. Niday asked if there was a protocol for bus stop closures. Mr. Smith stated CDOT gives ten day notice to CATS. Ms. White stated CATS puts out detours for the bus operators and Riders Alerts as well as Notify Me emails. Mr. Arrington stated Drivers pick up all detour details at the beginning of their shift.

Ms. Thompson asked who makes decisions about sidewalk closures. Mr. Smith stated CDOT. Ms. Thompson stated that Seattle has an app that tells alternative routes for drivers and walkers. She stated she gave the info about the app. to Tracy in CDOT. Mr. Smith stated they could look into that.

Mr. Lansdell asked that the lease agreement for the construction sites be revisited to raise the fee amounts. Mr. Smith explained the process for lease fees was established in 1985 but the current assessed values of the properties is used to determine the fees Mr. Smith stated he would take back the request and take a look at it.

Mr. Maloy stated the Notify Me is a great resource to have and wondered if a region or area zone could be set for the Notify Me. Mr. Smith stated he would take it up with CDOT communication staff.

Mr. Maloy stated at Tryon & Trade at Third & Fourth streets with the construction there are six lanes of traffic squeezed into one lane, it is hard for buses to make the turn and causes a backup, he suggests no right turns at peak times at 300 Trade. Mr. Snyder stated that turn is the only way to get to parking for work and it

is dangerous for bus riders at that corner as they depart the bus and walk across where there are cars making the turn.

Mr. Grundman suggests On Church Street with a left turn on Third Street that had two turn lanes and now there is one, it doesn't seem right. Mr. Smith stated the reason it was cut to one lane was for safety reasons.

#### **IV. Service Issues**

Mr. Grundman stated he takes the train to Sharon Road West and it arrives at the same time the 19 bus is leaving and the next bus is twenty minutes later and was not sure when it showed up. Mr. Kopf stated he would research it.

Ms. Thompson asked why Coke machines were placed at the light rail stations when policy is no food or drink on buses or trains. Mr. Kopf stated CATS was trying to raise revenue, and had asked for plastic bottles with lids and not open cans.

Mr. Lansdell asked if adding the Coke machines required MTC approval. Mr. Kopf stated he did not know but he would find out. Mr. Lansdell added that it would be a great time to find out how CATS advertising is going.

Mr. Grundman stated during rush hour for two days, the train was running one car trains causing over-packed trains. Mr. Kopf stated he would find out why. Also riders were not notified about a train going to the yard and it left passengers stranded. Mr. Kopf state he would find out more information about that.

Mr. MacRae stated he was invited to the Ribbon Cutting on the 26 at UNCC and wondered if that was the CATS ribbon cutting. Mr. Kopf stated that is UNCC ribbon cutting to celebrate the BLE opening. Mr. MacRae asked about TSAC riding the BLE. Mr. Kopf stated he was still working on the tour for the committee.

#### **V. Chairman's Report**

Chairman Mr. Maloy stated MTC did meet with the new members, there were two information items which was the first mile last mile and the FY19 Budget presentation. There was a lengthy discussion about the real time app. Mr. Lewis stated CATS needs to find the money to fix the issues with the apps. Mr. Maloy also welcomed the new members to TSAC for FY2018.

#### **Manager of Operation Report**

Mr. Kopf announced that Duretta Weicken will be stepping down from the TSAC liaison position in the next couple of months and Ms. Vanessa Stevenson will be trained in the position. Mr. Kopf then reported that the airport has decided to

discontinue support in FY19 July 1 for the Rt. 590 to the airport. CATS will be doing an equity report and will bring that to TSAC in the future. Testing continues on BLE and a task force for the new bus routes has been holding meetings for the implementation on March 19. Mr. Kopf also reported that the Gateway project will have a ground breaking this summer to start off construction so when finished the project will bring Amtrak to uptown and later to bring a satellite transit center to the same location. Mr. Kopf reported that the Hawthorne Bridge is completely down so now the construction will transition to down town along Trade Street and there will be impacts to the bus and traffic. Mr. Cosentine wondered if the LYNX Gold line is going past the Central Piedmont area. Mr. Kopf stated the line will go past the transit center to the Gateway near Johnson & Wales and then on the other end at Central Piedmont down Hawthorne.

Mr. Lansdell stated that he is part of the Sustainability group for the airport and in the break out groups there continues to be an interest to increase transportation to the airport and wonder if the committee could advocate for that. Mr. Kopf reminded that the discontinuation of the airport route was the airport's decision since they gave revenue to support it.

Mr. MacRae asked for a copy of all the bus route changes that will occur on March 19. Mr. Kopf stated the information is on the CATS website and there has been a booklet created which can be picked up at the transit center But he would be happy to send that information as well.

The Meeting Adjourned

***Next TSAC MEETING: THURSDAY MARCH 8, 2018***